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Bib Data Sheet

CONFIRMATION NO. 5600

SERIAL NUMBER 09/800,854	FILING DATE 03/07/2001 RULE	CLASS 707	GROUP ART UNIT 2171 2643	ATTORNEY DOCKET NO. 10003552-1	
APPLICANTS Travis Parry, Boise, ID; 2614					
** CONTINUING DATA ***** No 9.8					
** FOREIGN APPLICATIONS ***** No 9.8					
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 05/23/2001					
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met Allowance Verified and Acknowledged <u> </u> Examiner's Signature <u> </u> Initials <u> </u>		STATE OR COUNTRY ID	SHEETS DRAWING 9	TOTAL CLAIMS 20	INDEPENDENT CLAIMS 4
ADDRESS HEWLETT-PACKARD COMPANY Intellectual Property Administration P.O. Box 272400 Fort Collins , CO 80527-2400					
TITLE System and method for providing customer support					
FILING FEE RECEIVED 790	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		